

The impact of COVID-19 on residents

Analysis of resident consultation

August 2020

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Introduction

Background

This is a challenging time for all of us, both nationally and locally and COVID-19 is still a serious issue. Kensington and Chelsea Council is providing a number of services for residents, as well as working in partnership with many local organisations that are undertaking fantastic work to support local residents.

The Council, via a resident survey, was keen to better understand what impact COVID-19 is having on residents, what services they are accessing and where the Council needs to focus its attention in order to support recovery from COVID-19.

Of course, the Council is not responsible for all aspects of recovery and the Government, Public Health England and other organisations will have a significant part to play too.

Consultation methodology

The consultation predominantly took the form of an online survey hosted on the Council's website. It focused on the impact of COVID-19 on residents and to understand residents' priorities for recovery. The survey did not contain detailed questions about residents' health and wellbeing. Residents' health and wellbeing is such an important part of the recovery that a detailed consultation on this will be carried out in the near future.

The survey closed on 14 August 2020, following a six week consultation period. The survey was promoted via a range of channels including: Council newsletters, social media, Council website, Council publications, via residents' associations and voluntary/community organisations.

To supplement the online approach, and to ensure those without access to the internet were able to participate, the Council's contact lines carried out telephone calls to residents. Additionally surveys were carried out face to face with residents when visiting The Curve Community Centre and foodbanks in the borough. A telephone number was also promoted to those whose first language is not English, to offer translation of the survey.



Introduction

Report

By the closing date of 14 August 2020 a total of 623 surveys were received. This report contains an analysis of these responses. Where graphs are shown, percentage figures are used. For the main priority questions demographic breakdowns are provided to understand difference of opinion between different groups of respondents (where differences are small, graphs showing this have been omitted).

A separate appendix report is also available, containing data tables and all comments made by respondents to the survey.

Next steps

Results from this exercise will be shared with residents and used to inform further conversations with residents that will be taking place later in the year. These will help the Council have a deeper understanding of how services can meet residents' needs.

Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.



Results at a glance

623
Survey responses 

Top COVID-19 concerns

-  **46%** Contracting the virus
-  **22%** Mental health and wellbeing
- 21%** Financial situation



Support mechanisms



-  **27%** Have used the COVID-19 Hub
-  **40%** Were unaware of the Council's hardship fund

Communication channels


- 34%** Used the Council website 
- 29%** Used e-newsletters 
- 27%** Accessed information the COVID-19 Hub 

 **61%** Felt informed by the Council

Community participation/ Volunteering

-  **47%** Have supported family, friends or neighbours
-  **6/10** [Of those volunteering] Intended to continue volunteering after COVID-19

Household finances

1 in 5
Felt significantly worse off as a result of COVID-19 

Employment support

 **19%** Wanted support with finding opportunities

Economic priorities



50% Felt that the Council should ensure priority groups/ the most vulnerable get extra help

40% Felt that the Council should prioritise the borough's businesses, shops and visitor attractions open and recover their trading 


Environmental priorities



- 57%** Improving air quality
- 54%** Reducing waste, increasing recycling
- 35%** Responding to Climate Emergency and becoming carbon neutral



Section 1:

Concerns about COVID-19

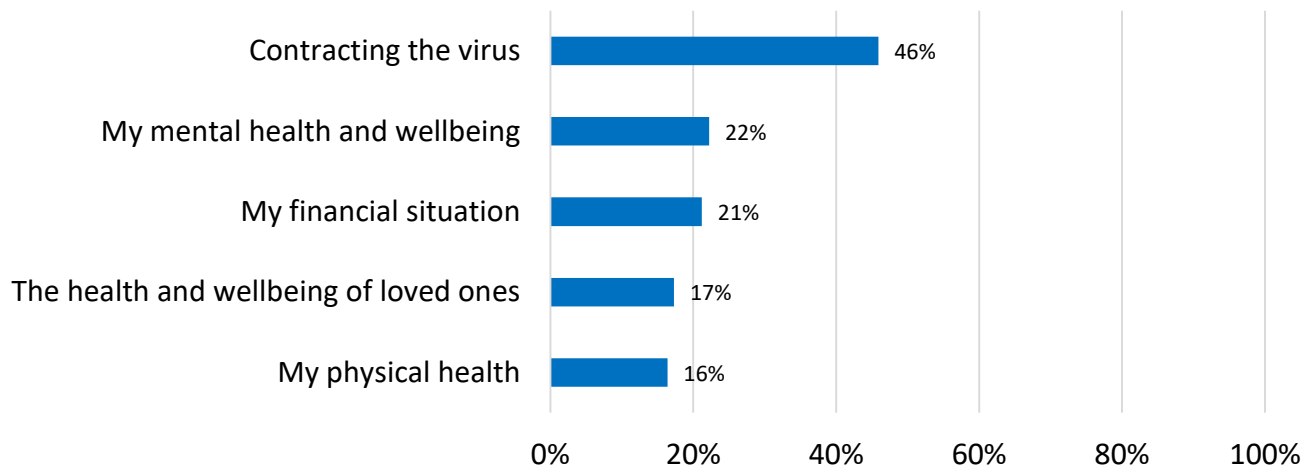


Consultation findings: Concerns about COVID-19

Respondents were asked to select, from a list, their top two concerns in relation to the COVID-19 pandemic.

- Almost half (46 per cent) of respondents were concerned about '**contracting the virus**'.
- Just over a fifth (22 per cent) were concerned about their '**mental health and wellbeing**'.
- Slightly less (21 per cent) were concerned about their '**financial situation**'.
- The '**health and wellbeing of loved ones**' was a concern for 17 per cent of respondents.
- A total of 16 per cent of respondents were concerned about their '**physical health**'.
- Seven per cent of respondents indicated '**other**' concerns. These are explored on subsequent pages.

Top concerns in relation to the COVID-19 pandemic*



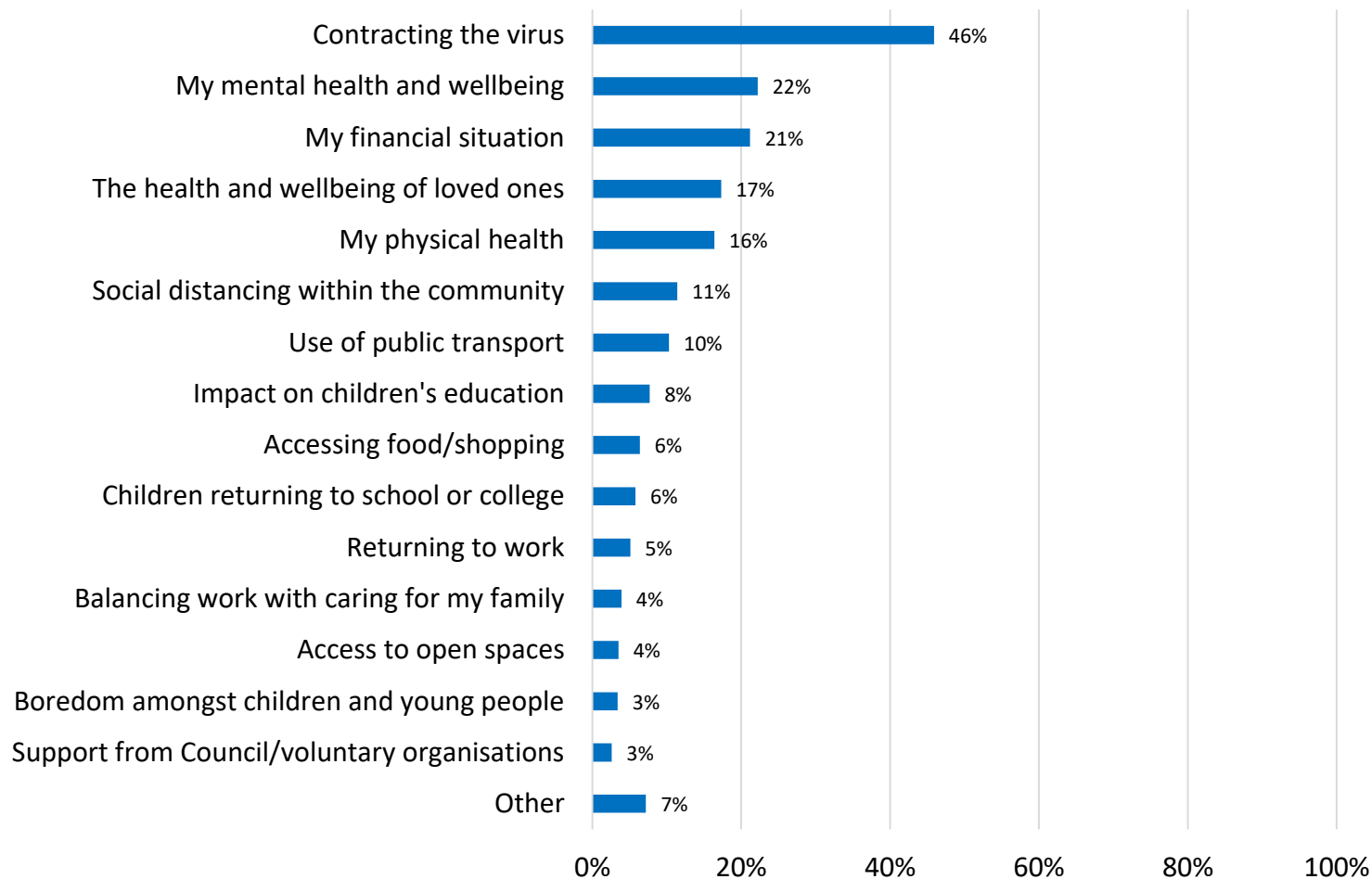
**Graph details top responses only, all responses can be seen overleaf*

Base: All responses (623)



Consultation findings: Concerns about COVID-19

Top concerns in relation to the COVID-19 pandemic



Base: All responses (623)



Consultation findings: Concerns about COVID-19

Respondents that indicated an 'other' concern were asked to detail their concern. These have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Health and wellbeing issues	12
Social isolation	10
Antisocial behaviour	5
Economy	5
Government response	4
Media and information	4
Returning to normal	4
Leisure and amenities	3
No concerns	3

**Themes shown with three or more mentions*



Consultation findings: Concerns about COVID-19

“Delay of medical treatments.”

Health and wellbeing issues

“Hospital appointments being cancelled.”

Health and wellbeing issues

“Anti-social behaviour and drug/alcohol abuse in the street.”

Anti social behaviour

“Possibility of repeated spikes in infection rates and worries about govt mishandling it.”

Government response



“Isolation of older members of the community.”

Social isolation

“Loneliness and being on own.”

Social isolation

“Getting the economy restarted and our hospitality and entertainment sector open again”

Economy

“The media - stirring people up into a lather of fear. The whole thing is a massive over reaction driven by fear.”

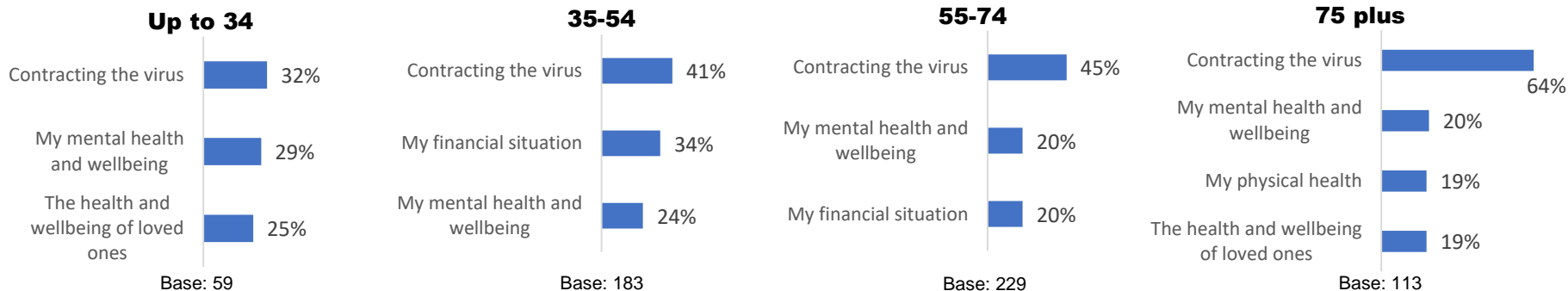
Media and information



Demographic breakdown: Concerns about COVID-19

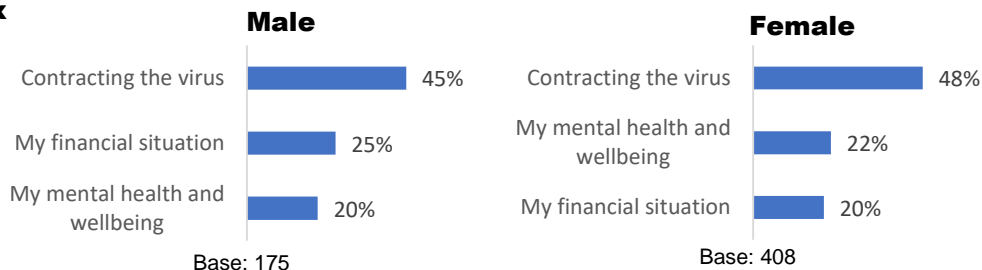
Top three (% selecting each aspect as a concern)

Age:



- The top concern for all age cohorts was ***'contracting the virus'***.
- A total of 64 per cent of the cohort aged 75 plus were concerned about ***'contracting the virus'***, compared to 32 per cent of those aged Up to 34; 41 per cent aged 35-54; and 45 per cent of those aged 55-74.
- A total of 19 per cent of respondents ages 75 plus were concerned with their ***'physical health'*** which didn't appear in the top three for any of the other cohorts.

Sex

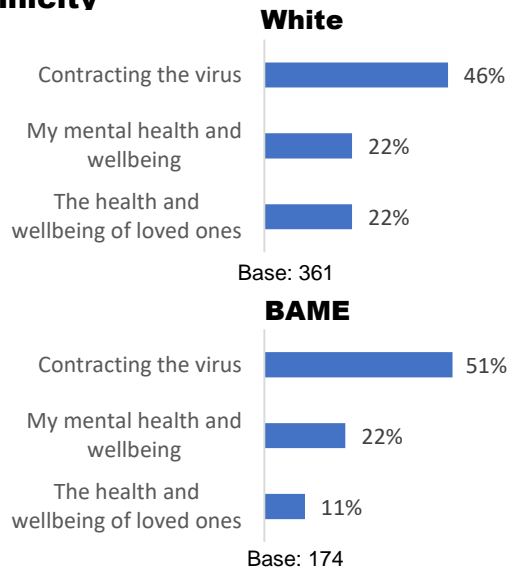


- The top concern for both Male (45 per cent) and Female (48 per cent) respondents was ***'contracting the virus'***.
- Male respondents (25 per cent) were more concerned with their ***'financial situation'*** compared to Female respondents (20 per cent).
- Whilst Female respondents (22 per cent) were more concerned about their ***'mental health and wellbeing'*** than Male respondents (20 per cent).



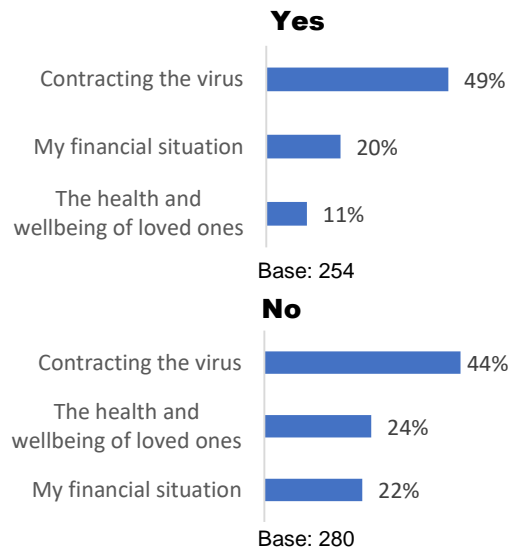
Demographic breakdown: Concerns about COVID-19

Ethnicity



- Both White and BAME respondents had the same top three concerns of ***‘contracting the virus’***, ***‘mental health and wellbeing’*** and ***‘the health and wellbeing of loved ones’***.
- BAME respondents (51 per cent) were marginally more concerned about ***‘contracting the virus’*** than White respondents (45 per cent)
- The ***‘the health and wellbeing of loved ones’*** was a concern for 22 per cent of White respondents, and 11 per cent of BAME respondents

Disability/long term illness



- Respondents with a disability/long-term illness (49 per cent) were slightly more concerned about ***‘contracting the virus’*** than respondents who do not have a long-term illness (44 per cent).
- The ***‘health and wellbeing of loved ones’*** was more of a concern for those without a disability/long-term illness (24 per cent) compared to those with a long-term illness (11 per cent)



Section 2: Support for residents



Consultation findings: Support mechanisms

Respondents were asked, from a list of support mechanisms, which they had used, were aware of or had no awareness of.

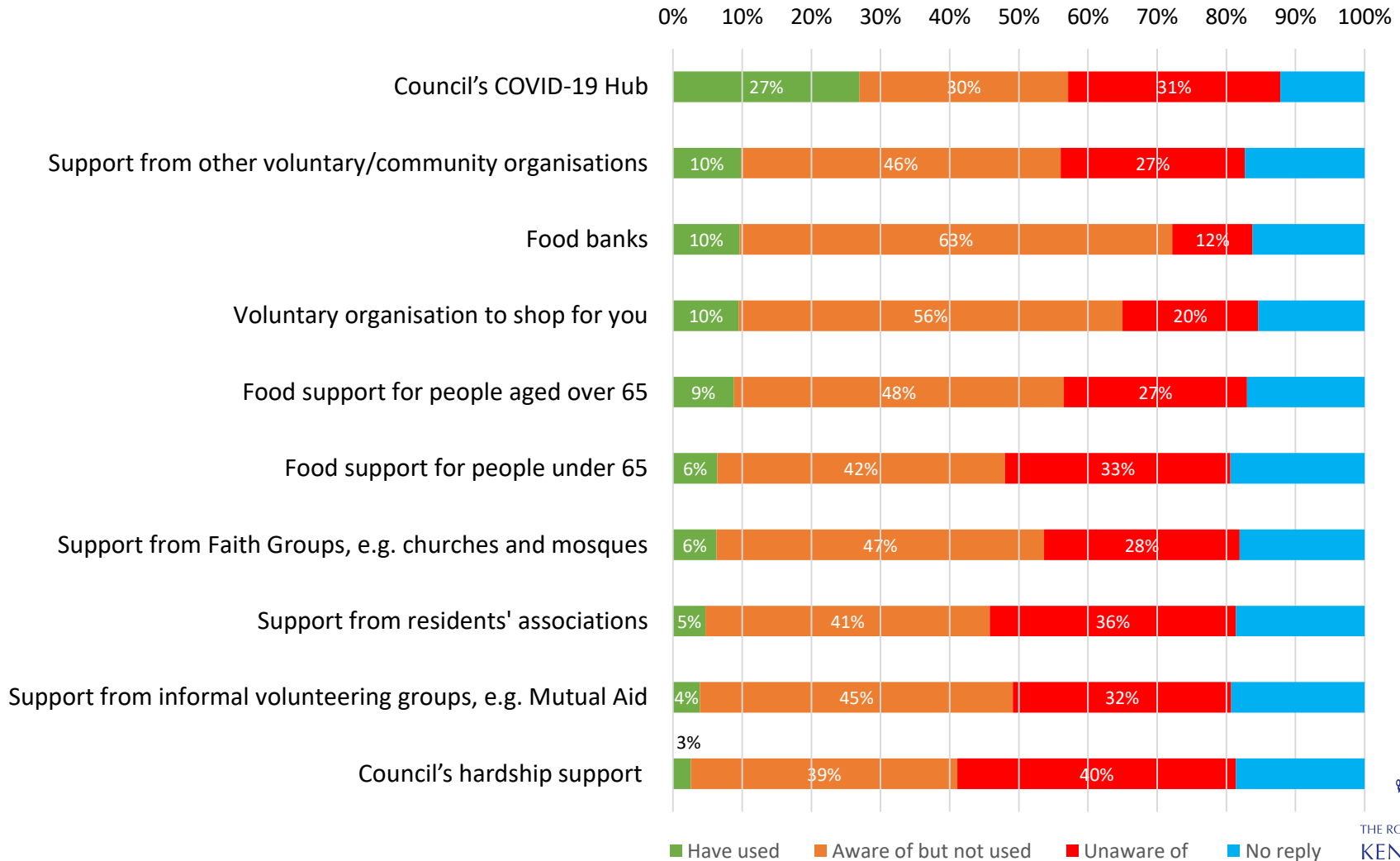
- Of the support mechanisms listed the most used by respondents were:
 - **'Council's COVID-19 Hub'** (27 per cent had used)
 - **'Support from other voluntary/community organisations'** (10 per cent)
 - **'Food banks'** (10 per cent)
 - **'Voluntary organisations to shop for them'** (10 per cent)
- The support mechanisms that respondents were least aware of were:
 - **'Council's hardship fund'** (40 per cent were unaware of this)
 - **'Support from residents' associations'** (36 per cent)
 - **'Food support for people under 65'** (33 per cent)

A graph detailing all responses can be seen overleaf



Consultation findings: Support mechanisms

The Council, and many voluntary and community organisations, have put in place a range of support mechanisms to assist local residents. Have you used any of the following?



Base: All responses (623)



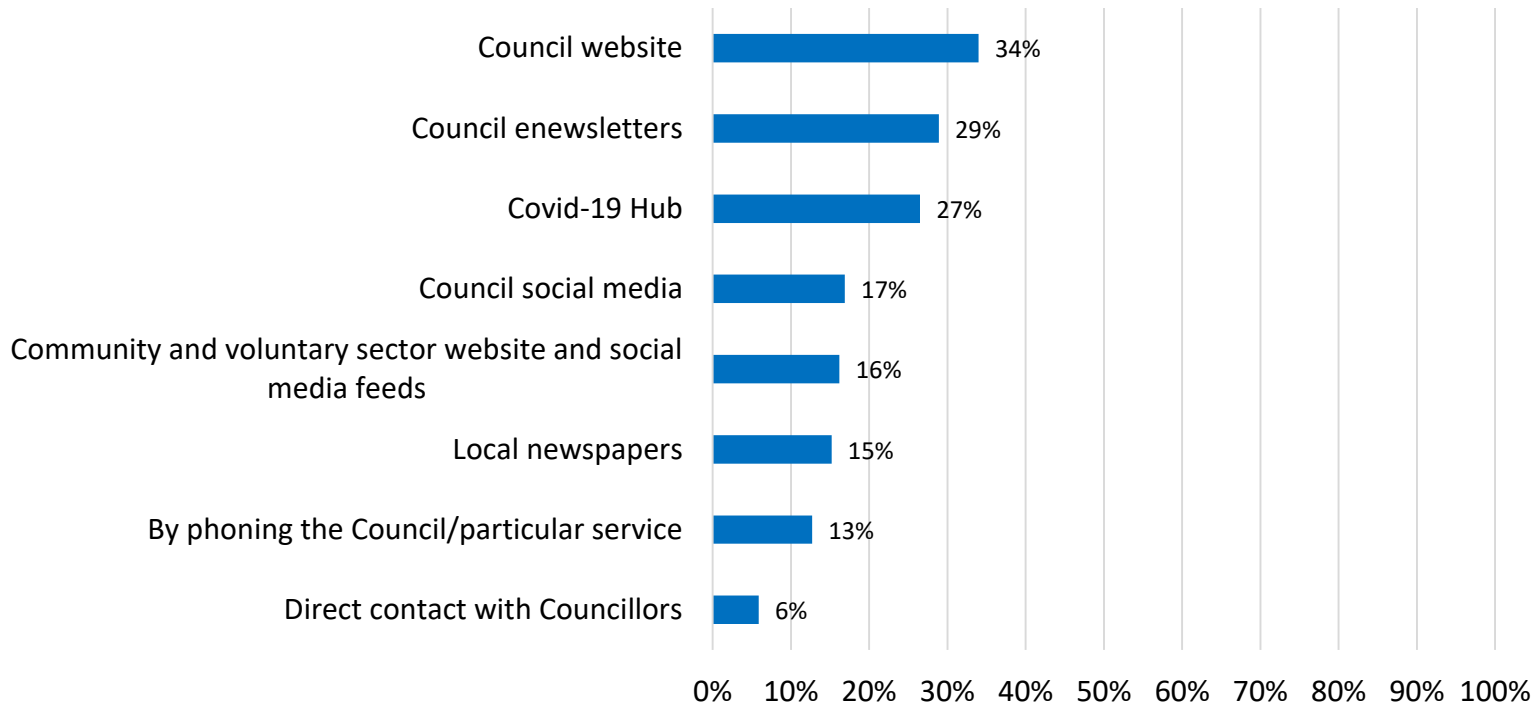
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Consultation findings: Communication channels

Respondents were asked which channels they had used to get information from the Council during the COVID-19 pandemic.

- Over a third (34 per cent) of respondents had used the '**Council website**' to get information during the pandemic.
- A total of 29 per cent had used '**Council newsletters**' to get information.
- Over a quarter (27 per cent) had got information from the '**COVID-19 Hub**'.

Channels used to get information from the Council during the COVID-19 pandemic



Base: All responses (623)

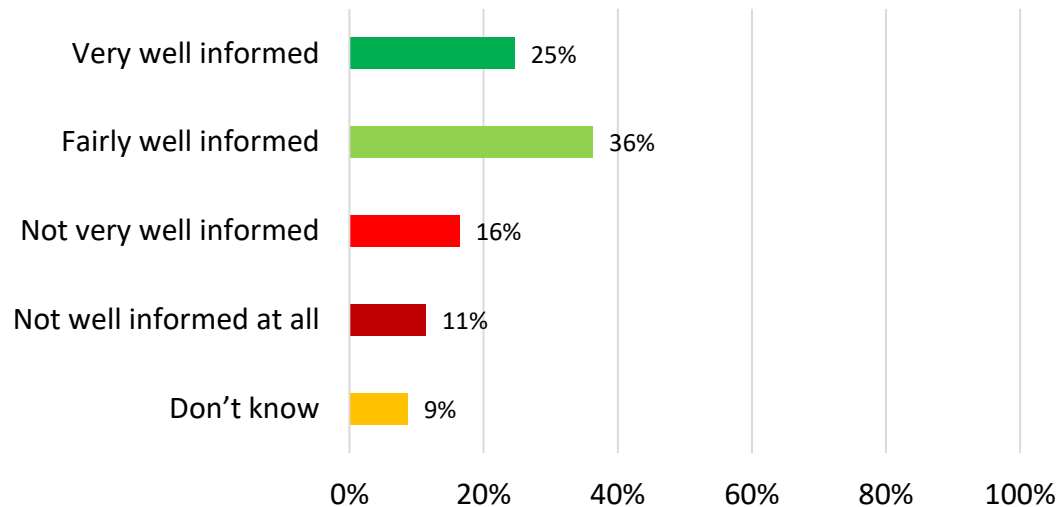


Consultation findings: How well informed

Respondents were asked to indicate how well informed they felt the Council had kept them during the pandemic.

- A quarter (25 per cent) of respondents felt that the Council had kept them **'very well informed'** and a further 36 per cent felt the Council had kept them **'fairly well informed'**.
- However, 16 per cent of respondents indicated that the Council had kept them **'not very well informed'** and a further 11 per cent had kept them **'not well informed at all'**.

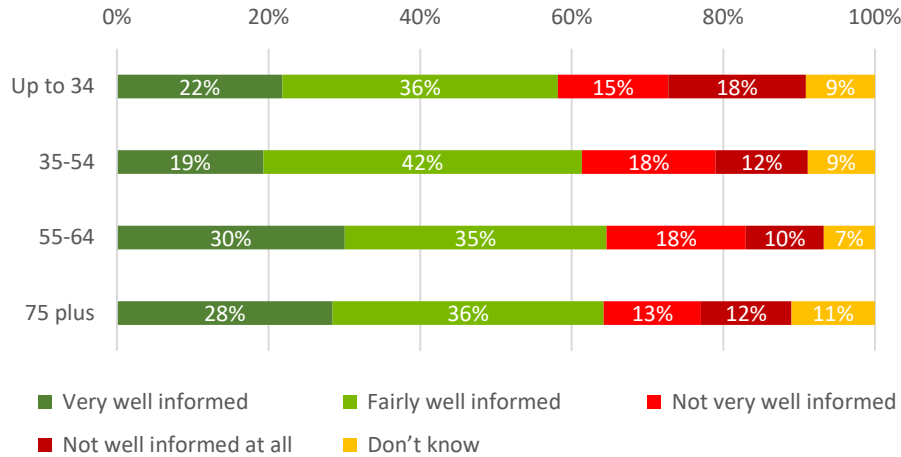
How well informed do you think the Council has kept you during the COVID-19 pandemic?



Base: All responses (623)

Demographic breakdown: How well informed

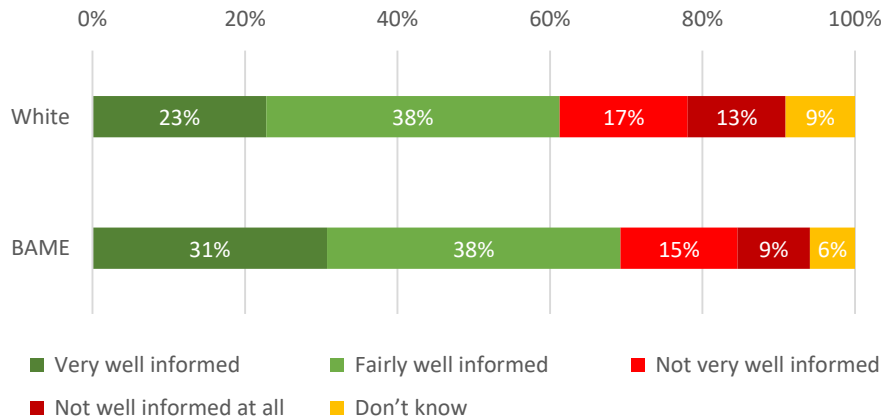
Age:



Base: Up to 34: 59 | 35-54: 183 | 55-74: 229 | 75 plus: 113

- Respondents aged Up to 34 felt the least informed by the Council, with 15 per cent feeling **'not very well informed'** and 18 per cent feeling **'not well informed at all'**.
- That being said, the majority of respondents aged Up to 34 felt either **'very well informed'** (22 per cent) or **'fairly well informed'** (36 per cent)
- The cohort aged 55-64 felt the most informed, with 30 per cent of feeling **'very well informed'** and 35 per cent feeling **'fairly well informed'**.
- Overall, the majority of all age groups felt the Council kept them well informed during the COVID-19 pandemic.

Ethnicity:



Base: White 361 | BAME 174

- A total of 23 per cent of White respondents felt **'very well informed'** and 38 per cent felt **'fairly well informed'**.
- A total of 31 per cent of BAME respondents felt **'very well informed'** and 38 per cent felt **'fairly well informed'**.
- Overall, the majority of both White and BAME respondents felt Council kept them well informed during the COVID-19 pandemic.

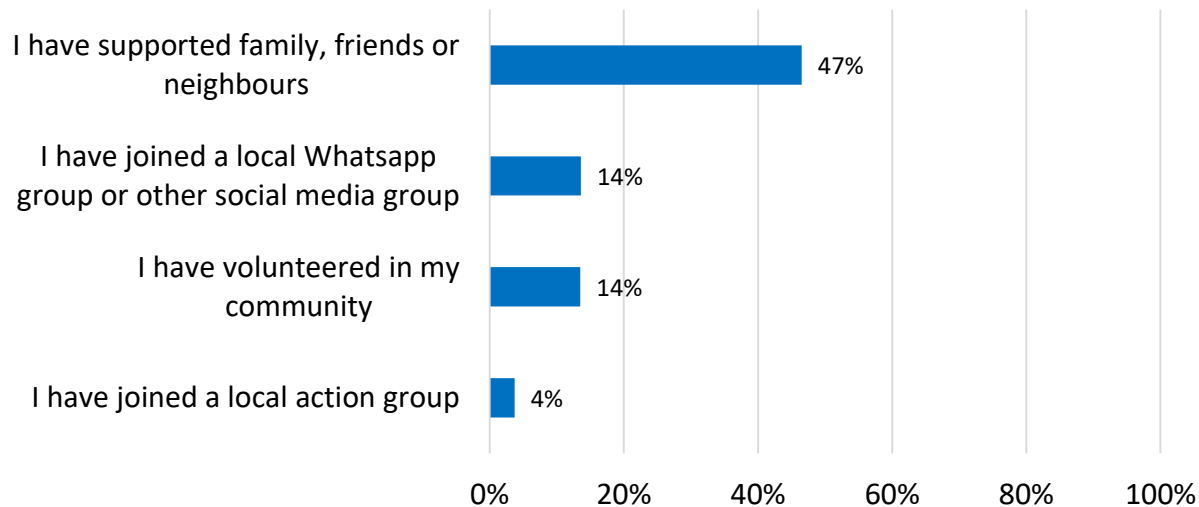


Consultation findings: Participation

Respondents were asked what activities they have taken part in during the pandemic.

- Almost half (47 per cent) indicated that they had **'supported family, friends or neighbours'**.
- A total of 14 per cent indicated they had **'joined a Whatsapp group or other social media group'**.
- The same percentage (14 per cent) indicated they had **'volunteered in their community'**.

Which, if any, of the following have you taken part in during the COVID-19 pandemic?



Base: All responses (623)

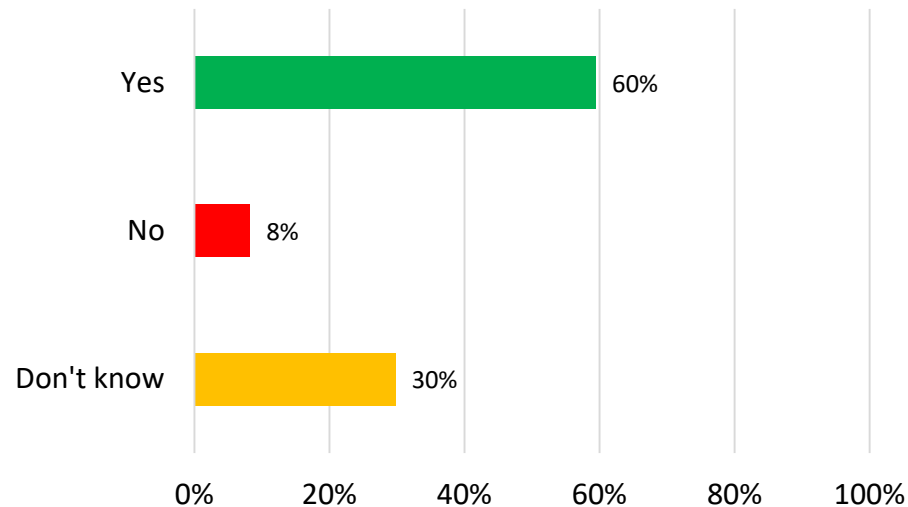


Consultation findings: Volunteering

Respondents that indicated they had been volunteering during the pandemic, were asked if they intended to continue volunteering after COVID-19.

- The majority (60 per cent) indicated that they would.
- Eight per cent indicated that they would not continue volunteering after COVID-19.
- Almost a third (30 per cent) did not know.

...do you intend to continue volunteering after COVID-19?



Base: Those indicating they had been volunteering during the pandemic (84)

Section 2: Financial and employment challenges

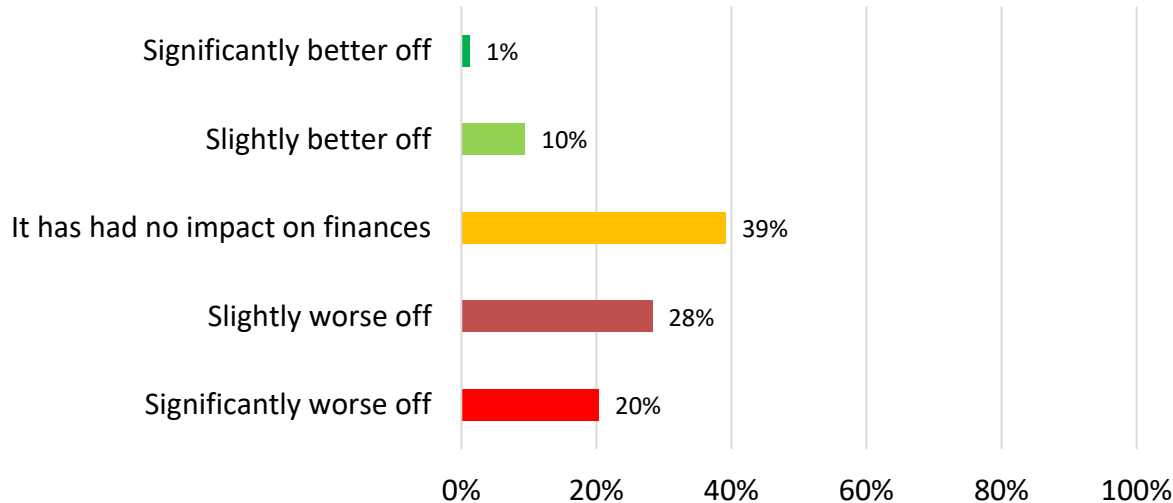


Consultation findings: Household finances

Respondents were asked what impact COVID-19 has had on their household finances.

- Almost half of respondents (48 per cent) indicated they were worse off as a result of COVID-19. This included a fifth (20 per cent) that were **'significantly worse off'** and 28 per cent that were **'slightly worse off'**.
- Eleven per cent of respondents indicated they were better off as a result of COVID-19 (ten per cent **'slightly better off'** and one per cent **'significantly better off'**).
- Over a third (39 per cent) indicated it had had **'no impact on finances'**.

What impact has COVID-19 had on your household finances?



Base: All responses (623)

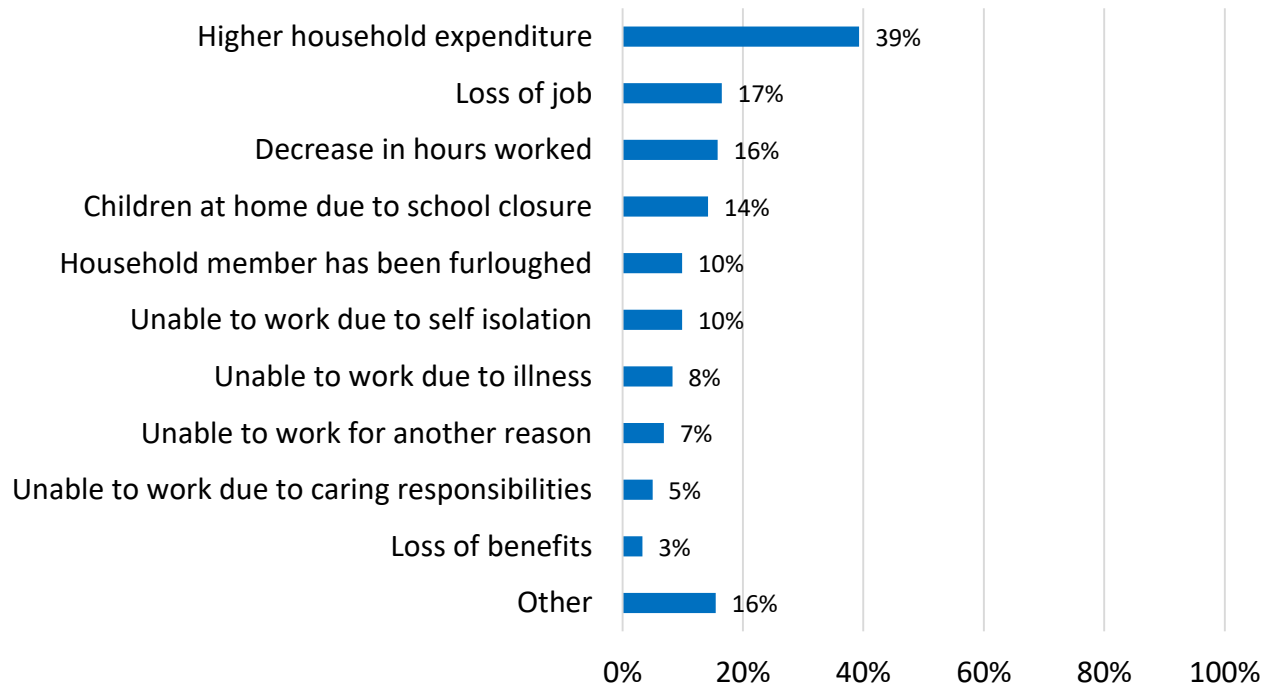


Consultation findings: Household finances, worse off

Respondents that indicated that they were worse off than before were asked to detail why this was.

- Almost four in ten (39 per cent) indicated this was due to **'higher household expenditure'**.
- A total of 17 per cent indicated they were worse off due to **'loss of job'**.
- Slightly less (16 per cent) indicated they were worse off due to a **'decrease in hours worked'**.
- A total of 14 per cent indicated that **'children at home due to school closure'** meant they were worse off than before.
- Sixteen per cent of respondents indicated an **'other'** reason for being worse off, this are explored on the subsequent pages.

If your household is worse off than before, why is this?



Base: Respondents that are worse off (303)



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Consultation findings: Household finances, worse off

Respondents that indicated an 'other' reason why they were worse off than before were asked to detail the reason. These have been themed and the themes with six or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Retired	20
Loss of employment	19
None or not applicable	17
Increases in cost of living	13
Wage cuts/freezes	7
Concerns for self-employed/freelancers	6
Burden of financial responsibility for family members	6

**Themes shown with six or more mentions*



Consultation findings: Household finances, worse off

“Retired, finished with working”

Retired

“More expensive grocery delivery.”

Increases in cost of living

“Spending more on mobile phone credits to stay in contact with family and friends.”

Increases in cost of living

“Helping family members with money.”

Burden of financial responsibility for family members



“My partner lost his job and both of my grown-up children lost their jobs. We now have to sell our flat because we can’t afford the mortgage payments.”

Loss of employment

“The company for which I work has suspended operations temporarily.”

Loss of employment

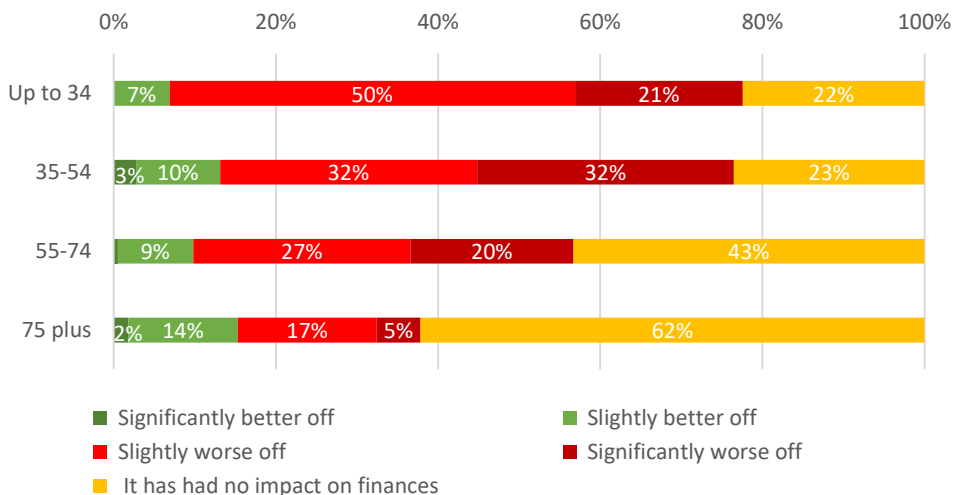
“Salary reduction.”

Wage cuts/freezes



Demographic breakdown: Household finances

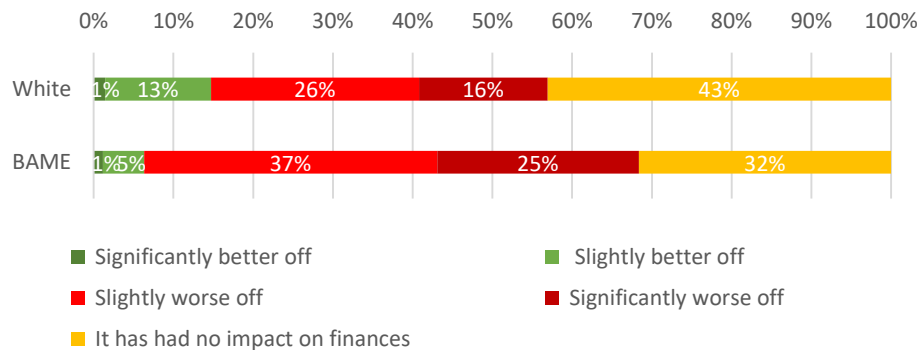
Age:



Base: Up to 34: 59 | 35-54: 183 | 55-74: 229 | 75 plus: 113

- Almost three quarters (71 per cent) of respondents aged Up to 34 indicated that they were worse off as a result of COVID-19. This included just over a fifth (21 per cent) that were **'significantly worse off'** and half (50 per cent) that were **'slightly worse off'**.
- Around two thirds (64 per cent) of respondents aged 35-54 indicated that they were worse off as a result of COVID-19. Including 32 per cent who were **'significantly worse off'** and 32 per cent who were **'slightly worse off'**.
- A total of 62 per cent of respondents aged 75 plus indicated that the COVID-19 pandemic **'has had no impact on finances'**.

Ethnicity:



Base: White 361 | BAME 174

- A total of 42 per cent of White respondents indicated they were worse off due to COVID-19. This included 16 per cent who were **'significantly worse off'** and 26 per cent who were **'slightly worse off'**.
- Around two thirds (62 per cent) of BAME respondents indicated that they were worse off as a result of COVID-19. Including 25 per cent who were **'significantly worse off'** and 32 per cent who were **'slightly worse off'**.

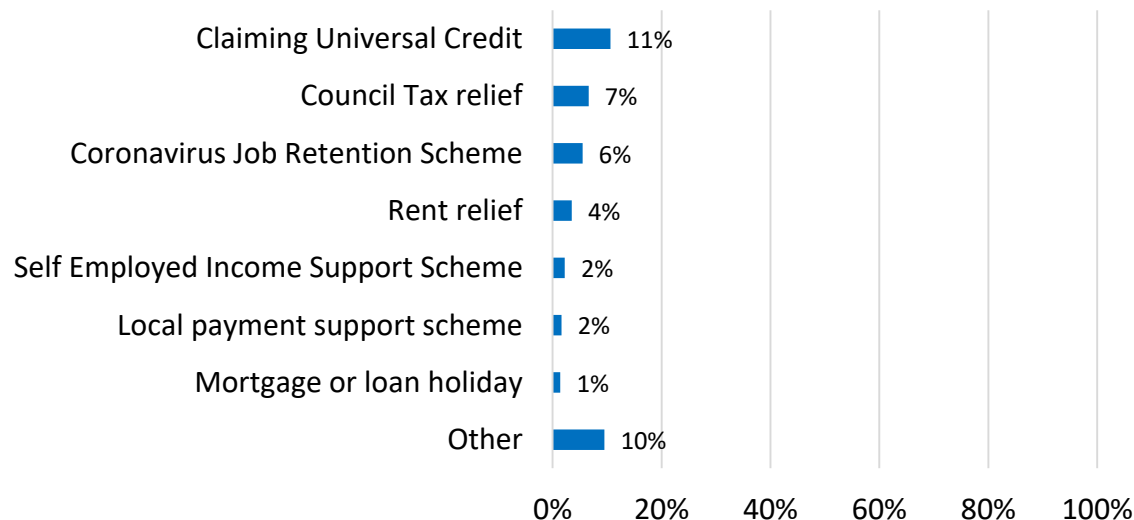


Consultation findings: Financial support

Respondents were asked what, if any, sources of financial support they had received during the COVID-19 emergency.

- More than one in ten (11 per cent) indicated that they were **'claiming Universal Credit'**.
- Seven per cent have been claiming **'Council Tax relief'**.
- Slightly less, six per cent, indicated that the **'Coronavirus job retention scheme (furlough)'** had been a source of financial support to them.
- One in ten respondents (10 per cent) indicated they had accessed an **'other'** source of financial support. These are explored in more detail on the subsequent pages.

What, if any, sources of financial support have you received during the COVID-19 emergency?



Base: All responses (623)

Consultation findings: Financial support

Respondents that indicated an 'other' source of financial support were asked to detail the source. These have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Not applicable/not received/claimed	68
Benefits/grants from Council/Government	20
Community help	7
Food vouchers/parcels	7
Claiming pension	7
Unaware of help	4
Bank/building society help	3

**Themes shown with three or more mentions*



Consultation findings: Financial support

“No financial help other than usual financial support I receive.”

Not applicable/not received/claimed

“Small grant through faith-based group.”

Community help

“Unemployment benefits.”

Benefits/grants from Council/Government



“Some vouchers for food.”

Food vouchers/parcels

“Housing benefit.”

Benefits/grants from Council/Government

“Only State Pension and pension credit.”

Claiming pension



Consultation findings: Economic priorities

Respondents were asked what they thought the Council's economic priorities should focus on over the coming year to help with COVID-19 recovery. Respondents were able to select up to two priorities.

- Half (50 per cent) of respondents wanted the Council to focus on ensuring ***'priority groups or more vulnerable residents get extra help'***.
- A total of 40 per cent of respondents felt the Council should prioritise helping ***'the borough's businesses, shops and visitor attractions open and recover their trading'***.
- Over a quarter (26 per cent) felt the Council should focus on ***'encouraging residents to shop locally and support small businesses'***.

What should the Council's economic priorities focus on over the coming year?

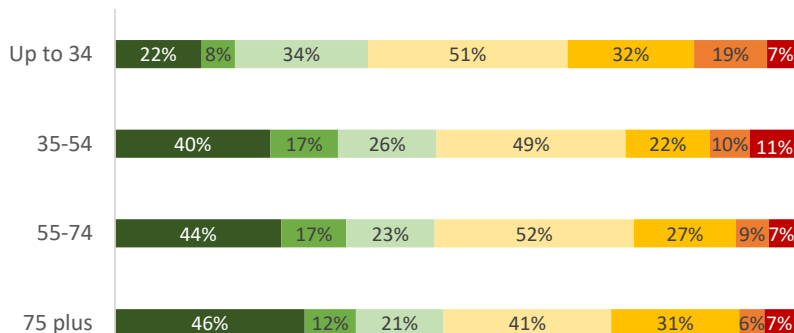


Base: All responses (623)



Demographic breakdown: Economic priorities

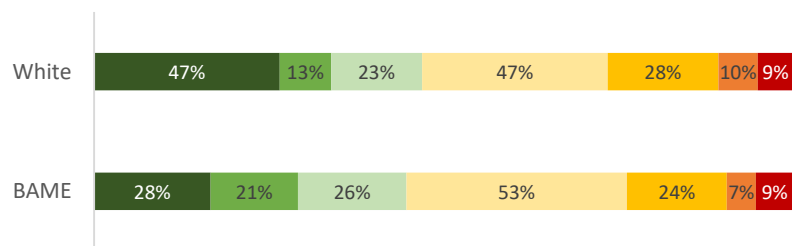
Age:



Base: Up to 34: 59 | 35-54: 183 | 55-74: 229 | 75 plus: 113

- The top two priorities of respondents aged 35-54; 55-74; and 75 plus were ***'to ensure priority groups or more vulnerable residents get extra help'*** and ***'to help the borough's businesses, shops and visitor attractions open and recover their trading'***.
- However, the top two priorities of respondents aged Up to 34 were ***'to ensure priority groups or more vulnerable residents get extra help'*** (51 per cent) and ***'identify opportunities for employment and training and promote these as widely as possible'*** (34 per cent)

Ethnicity:



Base: White 361 | BAME 174

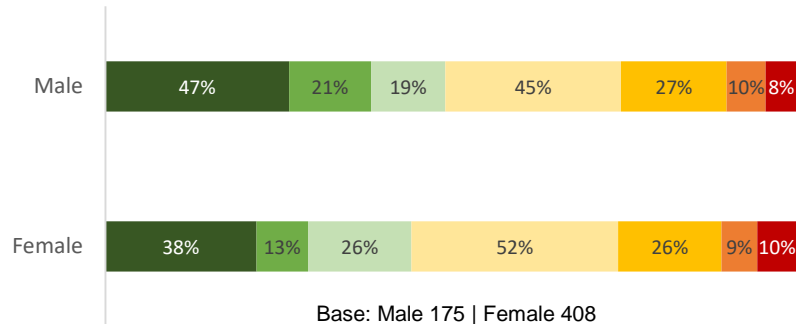
- The top two priorities of both White and BAME respondents were ***'to ensure priority groups or more vulnerable residents get extra help'*** and ***'to help the boroughs businesses, shops and visitor attractions open and recover their trading'***.
- However BAME respondents (28 per cent) had a significantly lower emphasis on prioritising ***'to help the boroughs businesses, shops and visitor attractions open and recover their trading'*** than White respondents (47 per cent)
- A total of 21 per cent of BAME respondents felt the council should prioritise ***'work with businesses to help them recruit locally'*** compared to 13 per cent of White respondents.

- To help the borough's businesses, shops and visitor attractions open and recover their trading
- To work with businesses to help them recruit locally
- To identify opportunities for employment and training and promote these as widely as possible
- To ensure priority groups or more vulnerable residents get extra help
- To encourage residents to shop locally and support small businesses
- Where possible, the Council sources goods and services from local businesses
- To promote digital connections, accessibility and training for residents and businesses



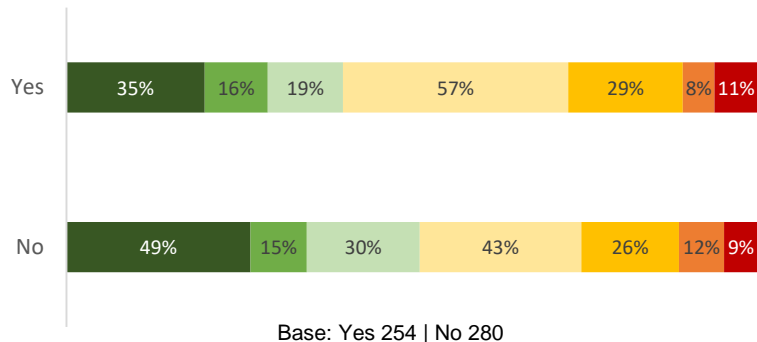
Demographic breakdown: Economic priorities

Sex



- The top two priorities of both Male and Female respondents were ***'to ensure priority groups or more vulnerable residents get extra help'*** and ***'to help the boroughs businesses, shops and visitor attractions open and recover their trading'***.
- However, 21 per cent of Male respondents felt the council should prioritise ***'work with businesses to help them recruit locally'*** compared to 13 per cent of Female respondents.
- Whilst 26 per cent of Female respondents felt the council should ***'identify opportunities for employment and training and promote these as widely as possible'***, only 19 per cent of Male respondents felt this should be a council priority.

Disability/long terms illness:



- The top two priorities of respondents with and without a disability/long-term illness were ***'to ensure priority groups or more vulnerable residents get extra help'*** and ***'to help the boroughs businesses, shops and visitor attractions open and recover their trading'***.
- Whilst 30 per cent of respondents with no disability/long-term illness felt the council should ***'identify opportunities for employment and training and promote these as widely as possible'***, only 19 per cent of respondents with a disability/long-term illness felt this should be a council priority.

- To help the borough's businesses, shops and visitor attractions open and recover their trading
- To work with businesses to help them recruit locally
- To identify opportunities for employment and training and promote these as widely as possible
- To ensure priority groups or more vulnerable residents get extra help
- To encourage residents to shop locally and support small businesses
- Where possible, the Council sources goods and services from local businesses
- To promote digital connections, accessibility and training for residents and businesses

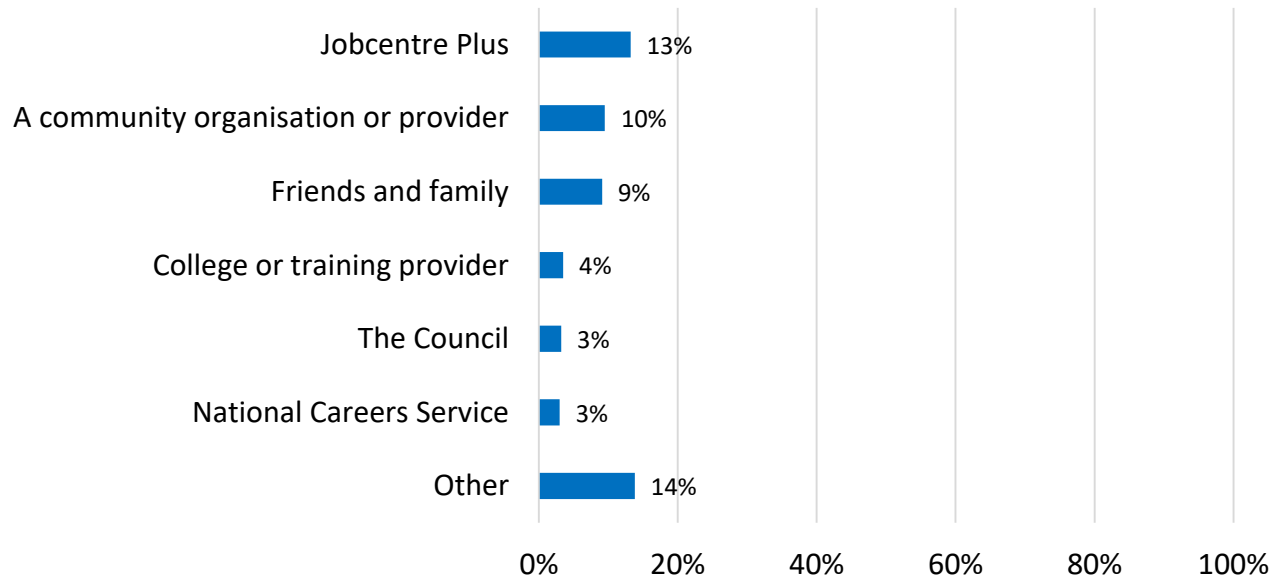


Consultation findings: Finding a job

Respondents were asked if they needed help to find a job, where would they prefer to go. Respondents were able to select one response only.

- A total of 13 per cent would prefer to go to '**Jobcentre Plus**' to find a job.
- One in ten would prefer to go to a '**community organisation or provider**'.
- Slightly less, nine per cent, would prefer to go to '**friends and family**'.
- Three per cent would prefer to go to '**the Council**'.
- A total of 14 per cent indicated they would prefer to go somewhere else. These answers are explored in more detail on the subsequent pages.

If you needed help in finding a new job where would you prefer to go?



Base: All responses (623)

Consultation findings: Finding a job, other places

Respondents that indicated an 'other' place they would prefer to go to find a new job. These have been themed and the themes with five or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Retired	38
Not applicable	37
Online searches/networks	35
Employment agency	13
Apply direct to employer	5
Friends/connections	5

**Themes shown with five or more mentions*



Consultation findings: Finding a job, other places

“Retired and not working.”

Retired

“Recruitment consultants.”

Employment agency

“LinkedIn, online jobs boards.”

Online searches/networks



“Direct to prospective employers.”

Apply direct to employer

“Social media, e.g. LinkedIn.”

Online searches/networks

“Direct through personal contacts.”

Friends/connections

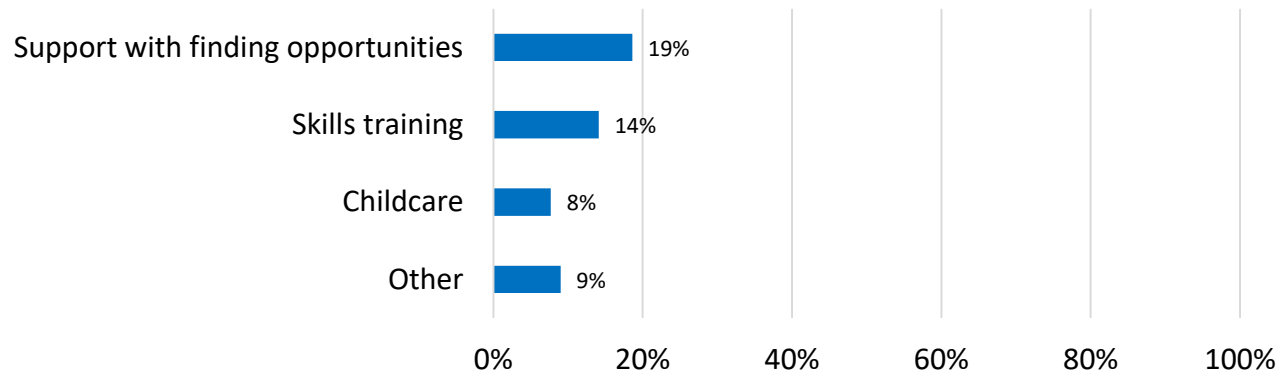


Consultation findings: Employment support

Respondents were asked what, if any, support they need with employment.

- Almost a fifth (19 per cent) indicated that they needed support with **'finding opportunities'**.
- A total of 14 per cent indicated they need support with **'skills training'** and eight per cent with **'childcare'**.
- Nine per cent felt that they needed an **'other'** form of support, this is explored in detail on subsequent pages.

What, if any, support do you need with employment?



Base: All responses (623)



Consultation findings: Other employment support

Respondents that indicated an 'other' employment support need were asked to explain their answer. These have been themed and the themes are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
None/ not applicable	53
Retired	32
Training and preparation for jobs market	5
Disabled/ill health	2
Voluntary opportunities	2
Financial help	2
Preparing for COVID safety at work	2



Consultation findings: Other employment support

“Not looking for job”

None/not applicable

“Update IT skills (provided I can afford the equipment and the subscriptions - I can't even afford a smartphone).”

Training and preparation for jobs market

“N/A a pensioner.”

Retired



“Help with CV.”

Training and preparation for jobs market

“I'm too sick right now.”

Disabled/ill health

“Support with volunteering required.”

Voluntary opportunities



Section 3: The environment

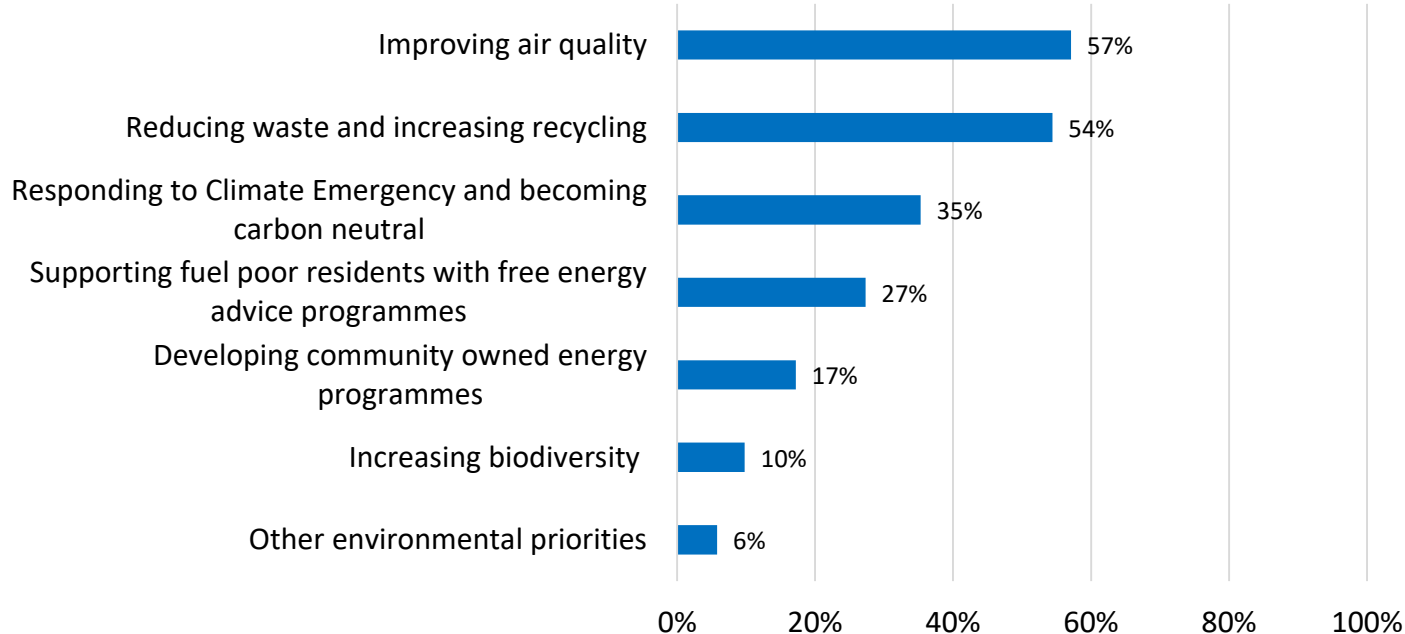


Consultation findings: Environmental priorities

Respondents were asked which of the Council's environmental priorities the Council should focus on. Respondents were asked to select up to three priorities.

- Over half (57 per cent) felt the Council should focus on **'improving air quality'**.
- Almost as many (54 per cent) felt the Council should focus on **'reducing waste and increasing recycling'**.
- Over a third (35 per cent) felt the Council should focus on **'responding to climate emergency and becoming carbon neutral'**.
- Six per cent felt the Council should focus on **'other environmental priorities'** these are explored in subsequent pages.

Which of the following priorities should the Council focus on?



Base: All responses (623)



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Consultation findings: Environmental priorities

Respondents that indicated an 'other' environmental priority were asked to detail their answer. These have been themed and the themes with four or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Don't know	8
No comment	8
Cycling	7
Traffic management	7
Waste management	6
All of the above	4
Recycling	4

**Themes shown with four or more mentions*



Consultation findings: Environmental priorities

“Developing cycling lanes that are barriered, so people can have the confidence to travel safely through the borough.”

Cycling

“Increase bike lane, affordable bike and cheap bike service.”

Cycling

“Perhaps by reducing speed on ‘A’ roads so that less well-off residents don’t get the brunt of the traffic and pollution.”

Traffic management



“Stop cars having priority in the streets. Promote walking and cycling.”

Traffic management

“Clamping down hard on rubbish being put out on the wrong days or dumped generally and on the dropping of litter in the parks.”

Waste management

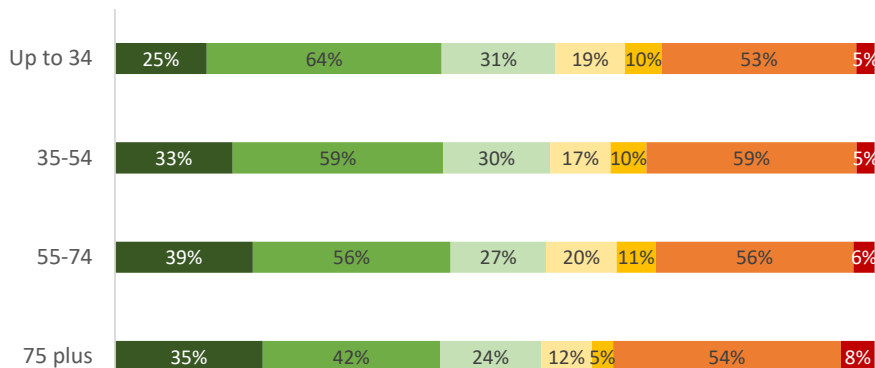
“Better sorting for recycling there are only two options. None for food.”

Recycling



Demographic breakdown: Environmental priorities

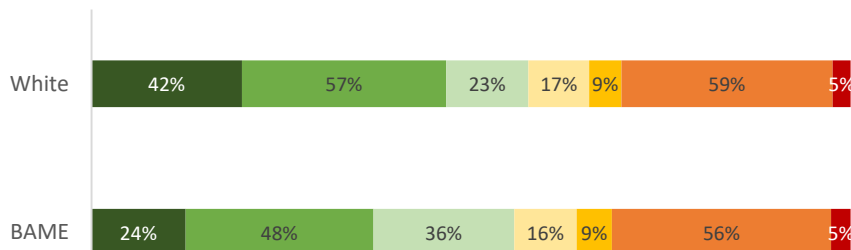
Age:



Base: Up to 34: 59 | 35-54: 183 | 55-74: 229 | 75 plus: 113

- The top two environmental priorities for respondents in all age cohorts were **'reducing waste and increasing recycling'** and **'improving air quality'**.
- And whilst the third environmental priority for respondents aged 35-54; 55-74; and 75 plus was **'responding to climate emergency and becoming carbon neutral'**, respondents aged Up to 34 felt the third priority should be **'supporting fuel poor residents with free energy advice programmes'**.

Ethnicity:



Base: White 361 | BAME 174

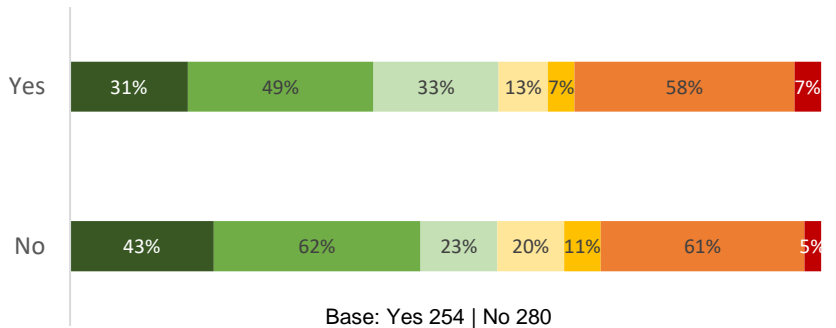
- Responding to Climate Emergency and becoming carbon neutral
- Reducing waste and increasing recycling
- Supporting fuel poor residents with free energy advice programmes
- Developing community owned energy programmes
- Increasing biodiversity
- Improving air quality
- Other environmental priorities

- The top two environmental priorities for both White and BAME respondents were **'reducing waste and increasing recycling'** and **'improving air quality'**.
- 42 per cent of White respondents felt that **'responding to climate emergency and becoming carbon neutral'** should be the third priority compared to only 24 per cent of BAME respondents.
- However, 36 per cent of BAME respondents felt the third priority should be **'supporting fuel poor residents with free energy advice programmes'** compared to only 23 per cent of White respondents.



Demographic breakdown: Environmental priorities

Disability/long terms illness:



- Responding to Climate Emergency and becoming carbon neutral
- Reducing waste and increasing recycling
- Supporting fuel poor residents with free energy advice programmes
- Developing community owned energy programmes
- Increasing biodiversity
- Improving air quality
- Other environmental priorities

- The top two environmental priorities for both those with and without a disability/long-term illness were **'reducing waste and increasing recycling'** and **'improving air quality'**.
- 43 per cent of respondents without a disability/long-term illness felt that **'responding to climate emergency and becoming carbon neutral'** should be the third priority compared to only 31 per cent of respondents with a disability/long-term illness.
- However, 33 per cent of respondents with a disability/long-term illness felt the third priority should be **'supporting fuel poor residents with free energy advice programmes'** compared to only 23 per cent of respondents without a long-term illness.

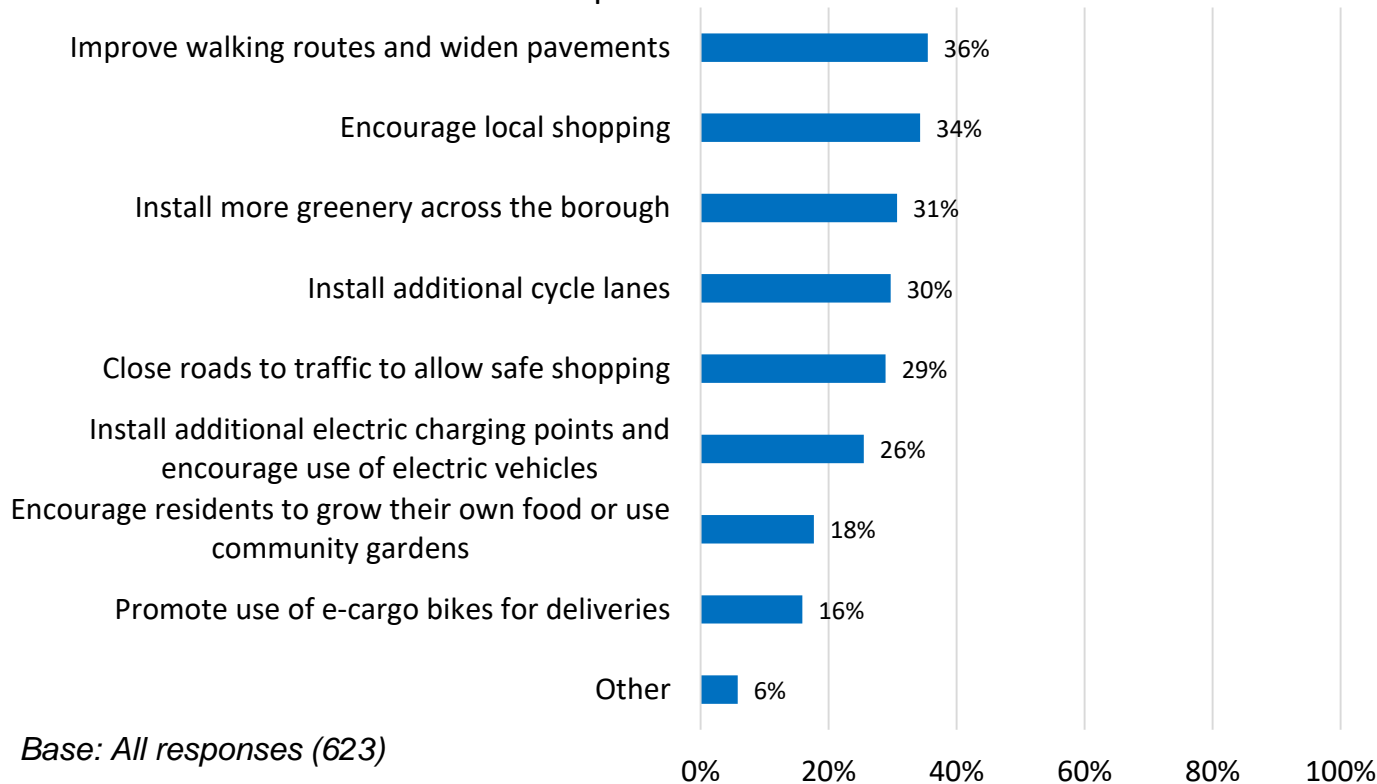


Consultation findings: Air quality and carbon reduction

During lockdown air quality improved and there was a reduction in carbon emissions. Respondents were asked what they thought the Council should do to ensure pollution does not return to pre-lockdown. Respondents were able to select up to three responses.

- Over a third (36 per cent) feel the Council should focus on **'improving walking routes and widening pavements'**.
- A similar percentage (34 per cent) felt the Council should **'encourage local shopping'**.
- A total of 31 per cent indicated that the Council should **'install more greenery across the borough'**.
- Six per cent of respondents indicated an **'other'** priority, these are explored on subsequent pages.

What do you think the Council should do to ensure pollution does not return to pre-lockdown levels?



Consultation findings: Air quality

Respondents that indicated an 'other' priority to improve air quality were asked to detail their answer. These have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Traffic management	14
Cycling	12
No comment	9
Electric vehicles	5
Public transport	5
All of the above	3
Idling engines	3
Nothing	3
Open space	3

**Themes shown with three or more mentions*



Consultation findings: Air quality

“Close or substantially restrict busy road routes to motor vehicles.”

Traffic management

“Encourage schemes to keep traffic moving and avoid congestion.”

Traffic management

“Cycling lanes are the key things here. I need to be able to get to work without using public transportation, i.e. on a bicycle, without fear of being run over. RBKC’s cycle paths are entirely inadequate for this.”

Cycling



“Charging point for electric cars.”

Electric vehicles

“Like to see fewer empty buses.”

Public transport

“Enforcement of the no running car engines when stationary.”

Idling engines

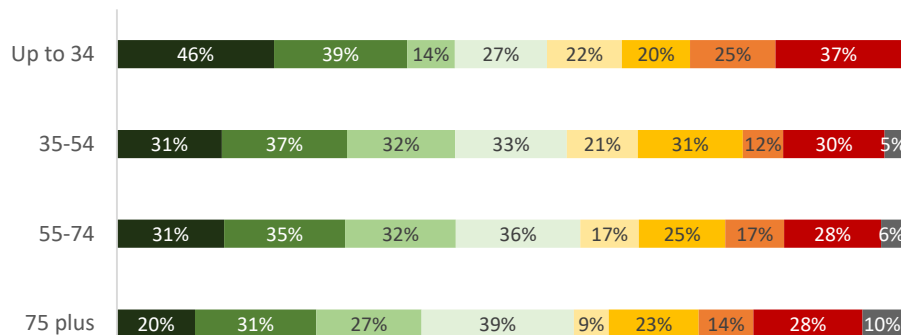
“Make better use of the space the Council has.”

Open space



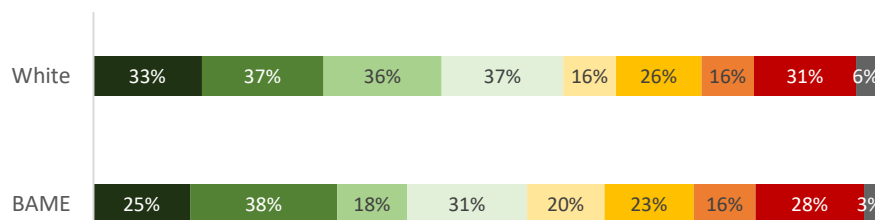
Demographic breakdown: Air quality

Age:



Base: Up to 34: 59 | 35-54: 183 | 55-74: 229 | 75 plus: 113

Ethnicity:



Base: White 361 | BAME 174

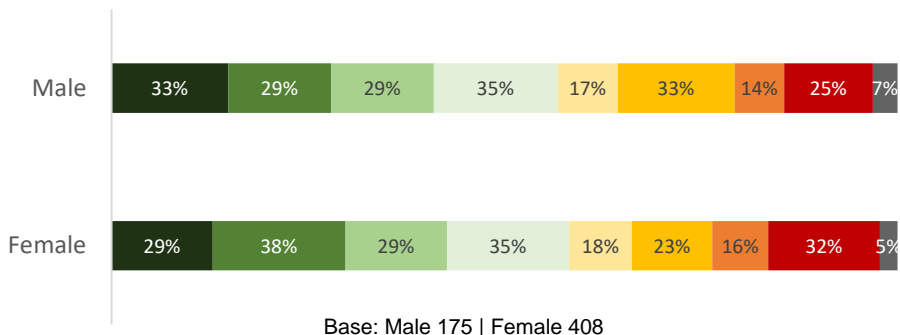
- Install additional cycle lanes
- Improve walking routes and widen pavements
- Close roads to traffic to allow safe shopping
- Encourage local shopping
- Encourage residents to grow their own food or use community gardens
- Install additional electric charging points and encourage use of electric vehicles
- Promote use of e-cargo bikes for deliveries
- Install more greenery across the borough
- Other

- The top two air pollution priorities for respondents aged 35-54; 55-74; and 75 plus were ***'improve walking routes and widen pavements'*** and ***'encourage local shopping'***.
- Whereas the top two priorities for respondents aged Up to 34 were ***'install additional cycle lanes'*** (46 per cent) and ***'improve walking routes and widen pavements'*** (39 per cent).
- The third most important priority for those aged Up to 34 (37 per cent) and 75 plus (28 per cent) was ***'install more greenery across the borough'***, whilst those aged 35-54 and 55-74 (both 32 per cent) felt the third priority should be to ***'to close roads to traffic to allow safe shopping'***.
- The top two air pollution priorities for both White and BAME respondents were ***'improve walking routes and widen pavements'*** and ***'encourage local shopping'***.
- For 28 per cent of BAME respondents, the third air pollution priority was to ***'install more greenery across the borough'***.
- However, 36 per cent of White respondents felt the third priority should be to ***'to close roads to traffic to allow safe shopping'***.



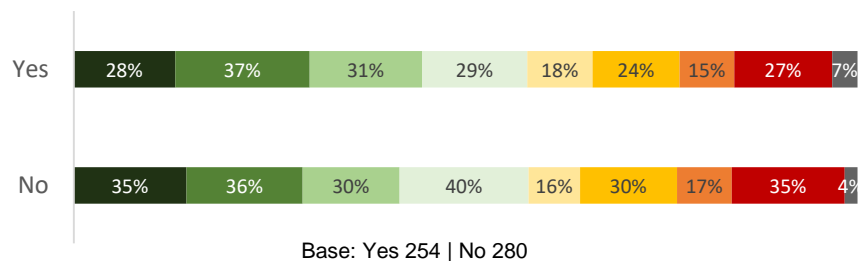
Demographic breakdown: Air quality

Sex:



- The top three air pollution priorities for Male respondents were to **'encourage local shopping'** (35 per cent), **'install additional cycle lanes'** (33 per cent) and **'install electric charging points and encourage use of electric vehicles'** (33 per cent).
- Whereas the top three air pollution priorities for Female respondents were to **'improve walking routes and widen pavements'** (38 per cent), **'encourage local shopping'** (35 per cent) and **'install more greenery across the borough'** (32 per cent),

Disability/long term illness:



- Install additional cycle lanes
- Improve walking routes and widen pavements
- Close roads to traffic to allow safe shopping
- Encourage local shopping
- Encourage residents to grow their own food or use community gardens
- Install additional electric charging points and encourage use of electric vehicles
- Promote use of e-cargo bikes for deliveries
- Install more greenery across the borough
- Other

- The top three air pollution priorities for respondents with a disability/long-term illness were to **'improve walking routes and widen pavements'** (37 per cent), **'close roads to traffic to allow shopping'** (31 per cent) and **'encourage local shopping'** (29 per cent)
- Whereas the top three air pollution priorities for respondents without a disability/long-term illness were to **'encourage local shopping'** (40 per cent), **'improve walking routes and widen pavements'** (36 per cent), and both **'install additional cycle lanes'** and **'install more greenery across the borough'** (both with 35 per cent),



Section 4: Other suggestions for recovery



Consultation findings: Other suggestions for recovery

Respondents were asked what the Council could do to better support the response and recovery from COVID-19. These have been themed and the themes with 20 or more comments are summarised in the table below. Examples of comments made can be seen overleaf, the full list of themes and comments made can be found in appendix two.

Theme*	Comments
Improved communication or engagement	68
Help for older people/vulnerable (including shielding and disabled)	60
Regulate/enforce PPE/COVID rules	48
None/Not applicable	36
Praise for the Council	35
Support local economy	29
Financial help	21
Traffic management	20

**Themes shown with 20 or more mentions*



Consultation findings: Other suggestions for recovery

“Better communication! Which has been lacking especially with private residents and housing association residents.”

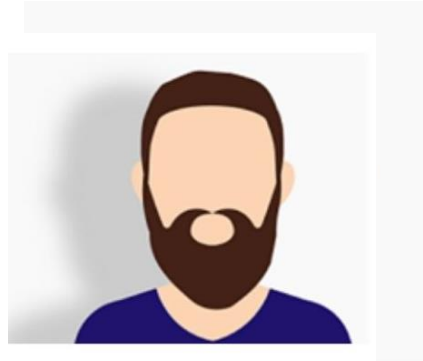
Improved communication or engagement

“Ensure that masks are worn where they are supposed to be worn, i.e. on public transport and food shops.”

Regulate/enforce PPE/COVID rules

“Encourage local activities in the High Street to attract more usage and stop shops from closing.”

Support local economy



“Council need to recover from COVID-19. Need to make sure valuable and disabled residents are taken care off and have what they need. They can pay their bills and food.”

Help for older people/vulnerable

“Council has done amazing job, thank you.”

Praise for the Council

“Financial support for those affected that have not been helped by other government initiatives. More affordable housing.”

Financial help



Section 5: Profile of respondents

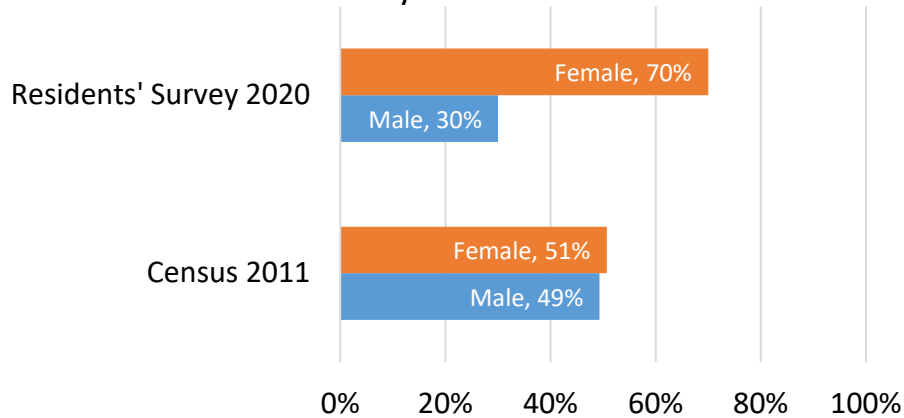


Profile of respondents:

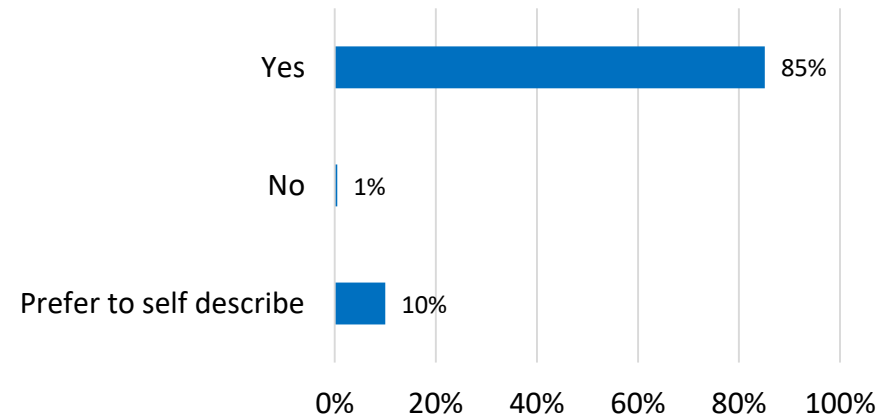
The following pages contain information on the respondents to the survey, where possible comparisons to Census data is provided for comparison.

What sex are you?

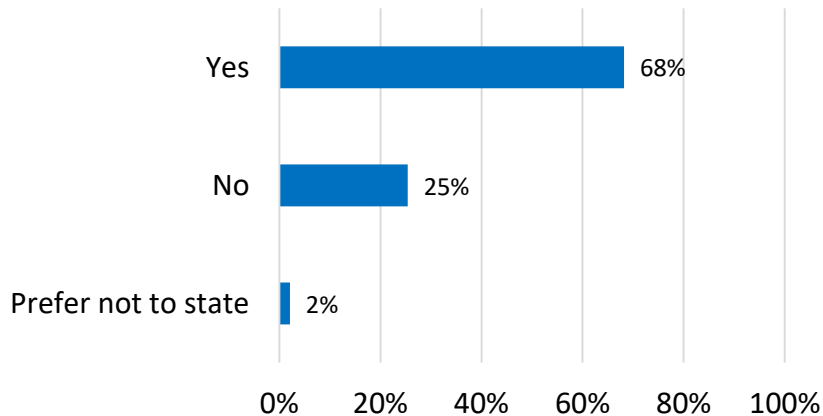
Residents' Survey 2020 vs Census 2011



Is your gender identity the same as the one you were born with?



Is English your first language?

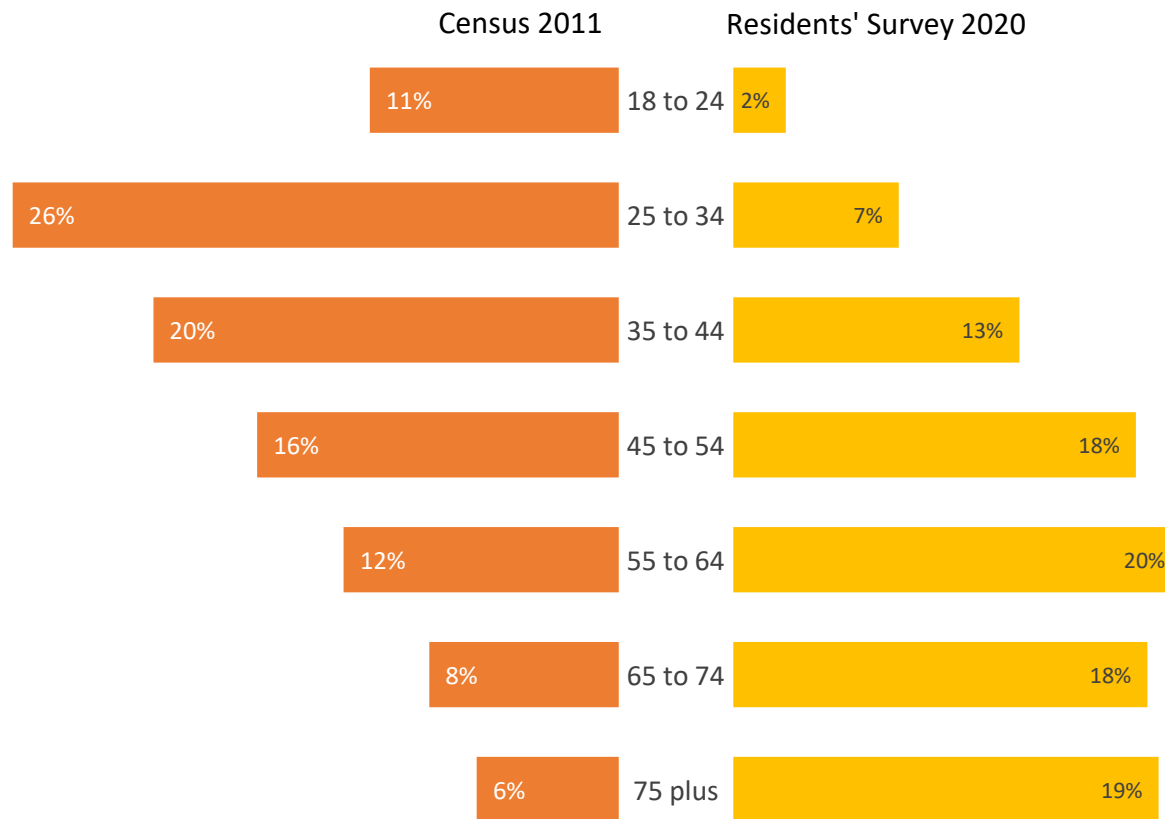


Base: All responses (623)



Profile of respondents:

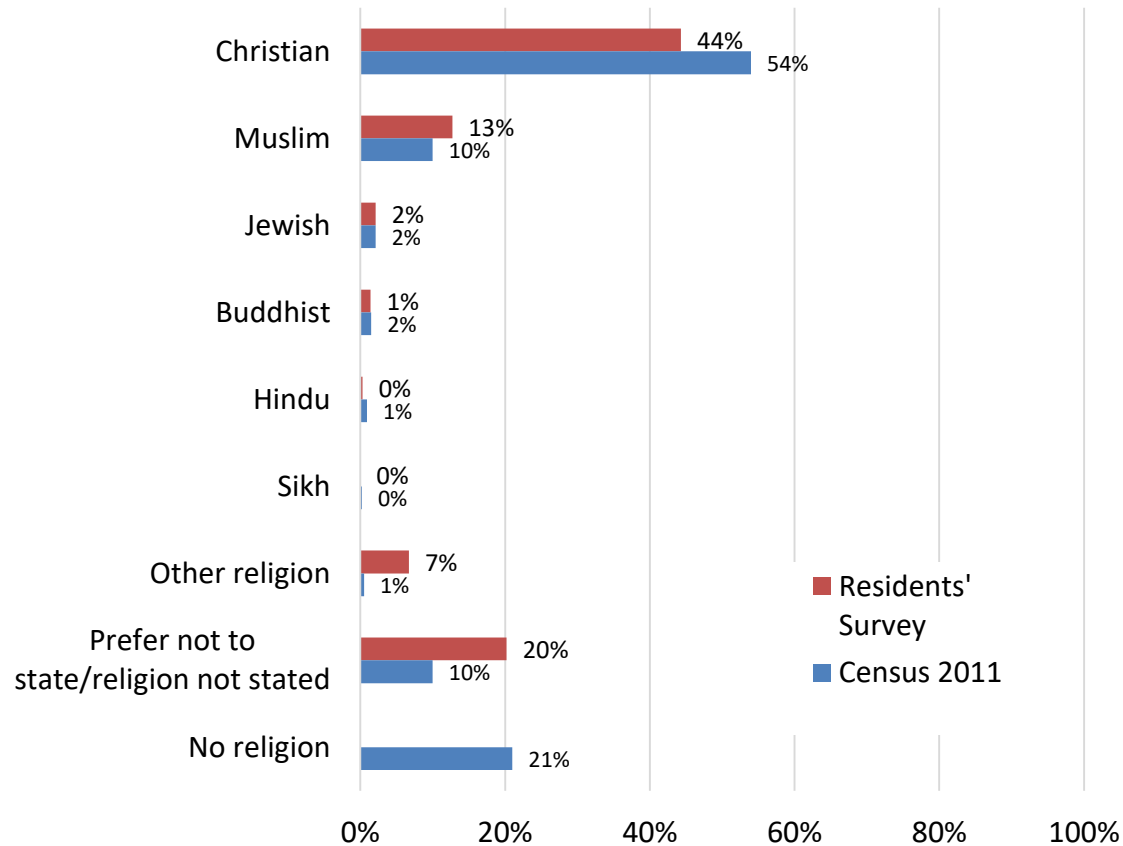
What age group do you belong to?



Base: All responses (623)

Profile of respondents:

What is your religion or belief?
Residents' Survey 2020 vs Census 2011



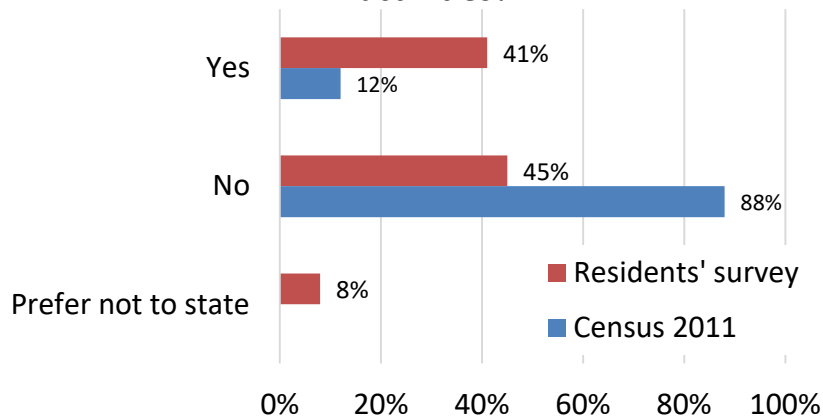
* No religion was not featured as an option in the Residents' Survey

Base: All responses (623)



Profile of respondents:

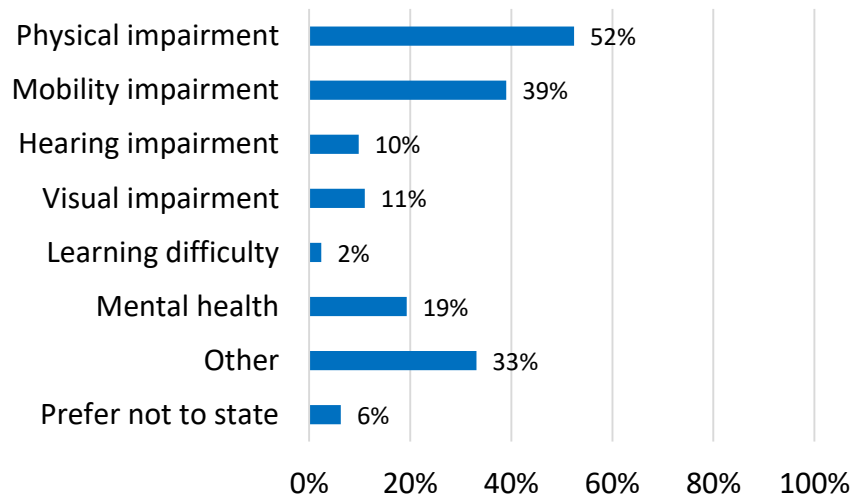
Do you have any long-term illness, health problems or disability which limits your daily activities?*



* Prefer not to state was not an option in the Census

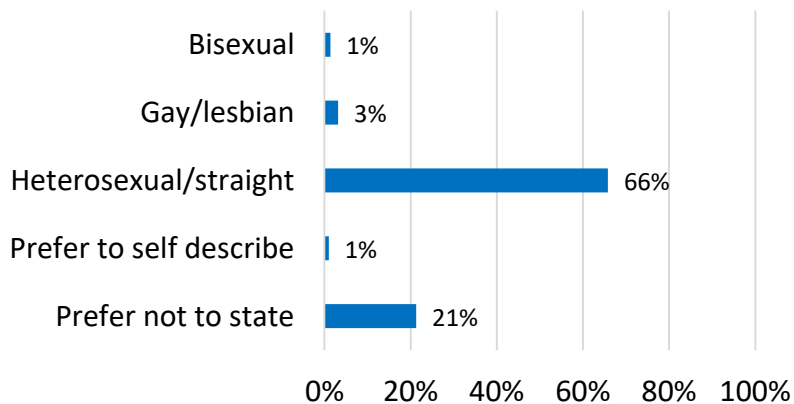
Base: All responses (623)

If yes, what is the nature of your impairment?



Base: Those with a disability (254)

What is your sexual orientation?

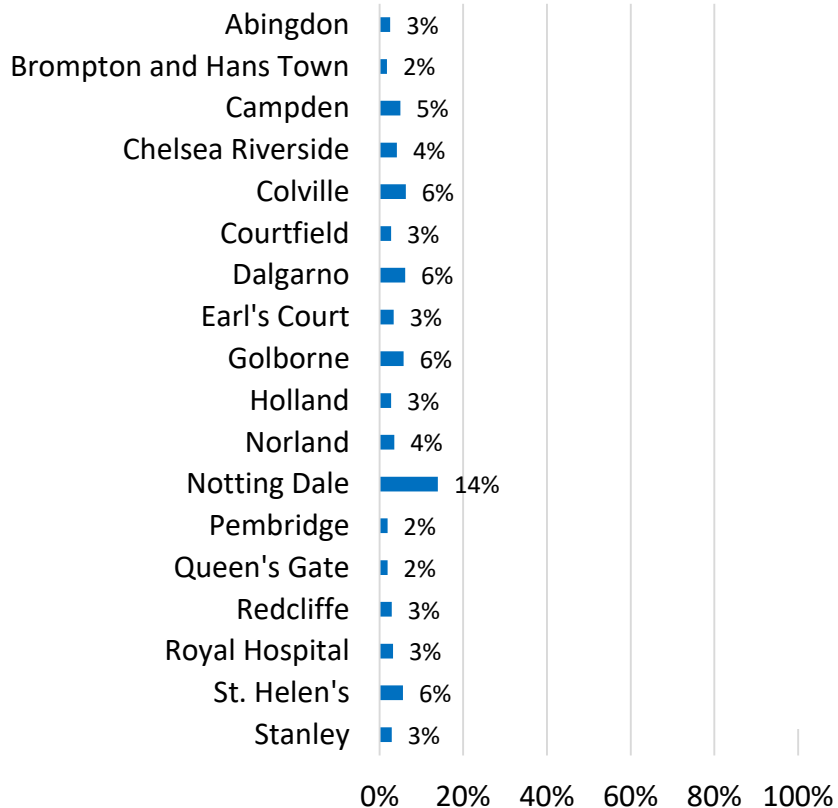


Base: All responses (623)



Profile of respondents:

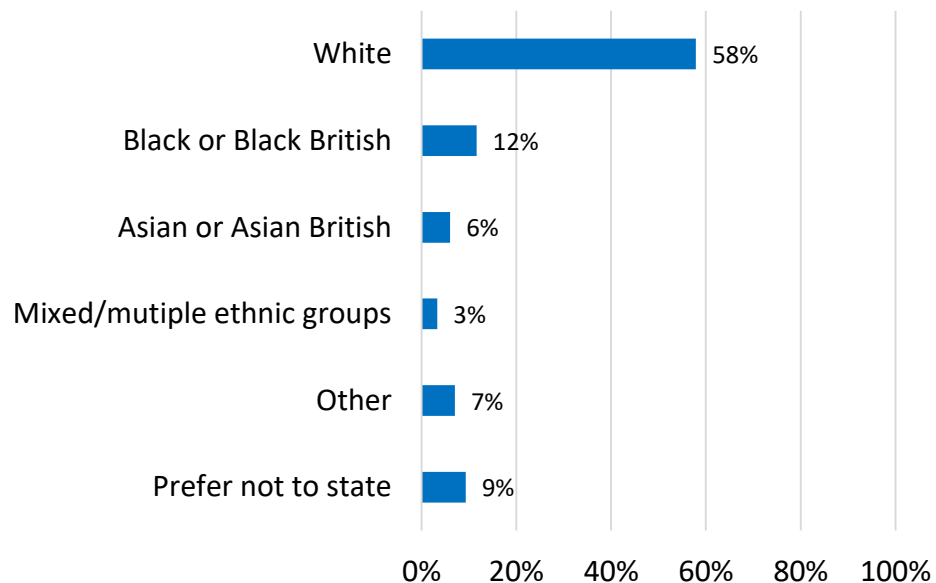
Ward of residence in Kensington and Chelsea



Base: All responses (623)

Graph shows ward of residence in Kensington and Chelsea derived from postcode information, where supplied

How do you describe your ethnic origin?



Base: All responses (623)

